

SENATE FINANCE & CLAIMS

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3-31-09

Bill No. HB 645

What You Should Know About Montana's Aging Services Network

It began in 1965 with the creation of the Older Americans' Act. In 1987, the Montana State Legislature created the Montana Older Americans Act to reaffirm the state's commitment to those 60 and older.

The network consists of:

- the Governor's Coordinator on Aging
- an 11-member Advisory Council to the Governor
- Office on Aging within the Department of Public Health & Human Services, SLTCD
- 10 Area Agencies on Aging
- over 1,000 projects and providers of services (which include 170 congregate meal sites, 157 senior centers, etc.)

The Networks' Objectives for Older Montanans:

- adequate nutrition
- adequate retirement income
- maximum physical and mental health
- suitable housing
- comprehensive community-based, long-term care
- appropriate employment opportunities
- civic, cultural, educational and recreational opportunities
- freedom to plan and manage their own lives.

It is the policy of the Montana Department of Public Health & Human Services and the ten (10) Area Agencies on Aging to provide benefits, services and employment to all persons without regard to race, color, national origin, handicap or age in compliance with Title V of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973 and the Age Discrimination Act of 1975.

Providing maximum dignity and independence for older Montanans

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Department of Public Health & Human Services
Senior & Long-Term Care Division—Office On Aging

Montana Aging Services Network

Aging Montana Today

One of the most significant demographic facts affecting our present and future course is the aging of our population. The number of people 65 years and older has increased and will continue to grow more rapidly than other age groups.

A quick overview of this surge in the older population:

- One in six Montanans—158,000 people—are over 60 years of age. By the year 2050 one in four Montanans will be over 60.
- Over 23 people each day join the ranks of the elderly in Montana.
- The older population grew twice as fast as the rest of the population in the last two decades.
- The 100-plus population is the fastest growing portion of our society. It's expected to increase seven times by the middle of the next century.

Partners in Shaping Our Future

The "baby boomers" of the 50s will be the senior boom of the 21st century. How we plan for our state's burgeoning older population is critical to each of us. We'll be there soon enough ourselves.

Montana's Aging Services Network

It is the policy of the State of Montana, through the Aging Services Network, to provide a wide range of coordinated services to enable older Montanans to:

- maintain an independent lifestyle,
- avoid unnecessary institutional care, and
- live in dignity.

Our Invitation to You

We invite you to work with us. We all must become more aware of the valuable resource older Montanans are within families and as pioneers of our state. We ask you to help develop a complete range of services for the aging in all areas of Montana.

Information and Assistance

Trained and certified technicians around the state:

- provide information about services
- refer people to appropriate service programs and agencies
- maintain a current directory of service providers
- provide needed outreach work within their communities

All technicians are employees, volunteers or contracted services through the Area Agencies on Aging and local service providers.

Contact your local Area Agency Office or use the toll free number: 1-800-551-3191 to reach the agency nearest you or call Citizens Advocate Office and ask for the Office on Aging.

Citizens' Advocate Office

Part of the Governor's Office and was created to help constituents understand and work with Montana government. This office can refer you to the Office on Aging and related services.

Contact: Citizens' Advocate
1-800-332-2272

State Health Insurance Assistance Program (SHIP)

SHIP counselors provide information and assistance to Medicare beneficiaries:

- free one-on-one counseling regarding Medicare and Supplemental Health Insurance
- referrals to other Federal, State and local services
- outreach information to seniors and their families through seminars, health fairs, community events and the media

Adult Protective Services

Adult Protective Services (APS) are emergency intervention activities which include:

- investigating complaints
- coordinating family and community support resources,
- strengthening current living situations,
- removing people from unsafe situations,
- developing and protecting personal financial resources, and
- facilitating legal intervention.

Any individual 60 and older who is at risk of physical or mental harm due to abuse, neglect and/or exploitation are eligible to obtain adult protective services.

Social workers from the local office of APS provide or arrange for intervention services. They operate under guidance and policies of the Department of Public Health and Human Services.

- Contact:
- your local county APS office
 - toll-free information line 1-800-551-3191

Legal Services

Montana Legal Services Developer in the Office on Aging provides training for seniors, family members and others on elder law. The program also develops pro bono and local legal services referrals, training materials and telephone assistance to seniors on legal related questions.

Contact: Senior & Long-Term Care Division
DPHHS at 1-800-332-2272
or (406) 444-4077

Long Term Care Ombudsman Services

Ombudsmen are advocates for all residents of long-term care facilities (nursing homes, and assisted living). They act as an access point for consumers, providing information or direct assistance regarding concerns or complaints about the health, safety, welfare and rights of residents.

Services are provided through a network of the State, Regional and Local Ombudsmen and volunteers. Ombudsmen provide routine visitation, complaint investigation, information and consultation, advocacy for residents rights and quality care, educating consumers and providers and promote resident and family councils in long-term care facilities.

Signs posted in facilities give the contact information for local, regional and state ombudsmen. For more information, contact the Regional or Local Ombudsman through your local Area Agency on Aging at 1-800-551-3191 or the State Ombudsman at 1-800-332-2272.

SLTCD = Senior and Long Term Care Division

Governor's Advisory Council and State Coordinator on Aging

The Office on Aging and an 11-member Advisory Council advise the Governor through the Coordinator on Aging in the planning and operation of programs within state government that affect older Montanans.

The Advisory Council, appointed by the Governor, provides local input to the managers and developers of services. The Council also sponsors the annual Governor's Conference on Aging.

The Coordinator on Aging provides leadership in the development of cooperation among the various state agencies to encourage responsiveness to the needs of older Montanans. The Coordinator is also a policy advisor to the Governor.

Contact: Senior & Long-Term Care Division
DPHHS at (406) 444-4077

Office on Aging

The Department of Public Health & Human Services has been designated as the State Unit on Aging and is responsible for development and administration of the various programs and agencies funded under the Federal Older Americans Act.

The Senior & Long-Term Care Division - Office on Aging is the local point within the department that administers and approves the local planning and service process with Montana's 10 Area Agencies on Aging. As identified in the Older Americans' Act, the Office is responsible for the reporting, monitoring, assessment, and auditing of the local programs, as well as the development of the State Plan on Aging.

Phone number: (406) 444-4077
1-800-332-2272

Address: 111 N. Sanders, Rm. 210
PO Box 4210
Helena MT 59604-4210

Area Agencies on Aging

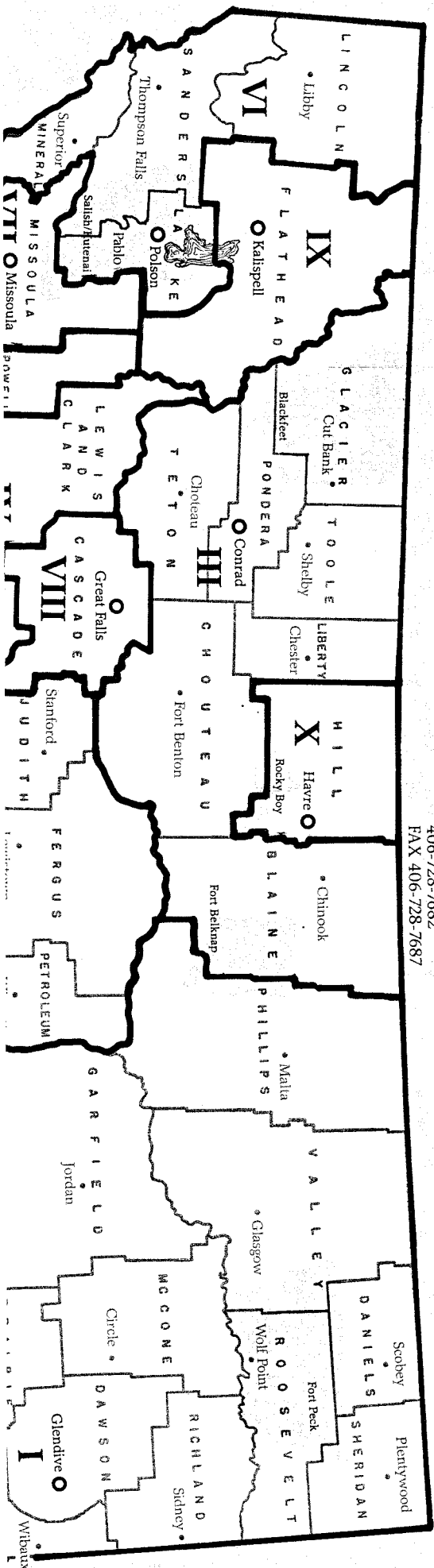
Montana's 10 Area Agencies on Aging are "grass roots" administrators of programs and services for individuals 60 and over. They are charged with:

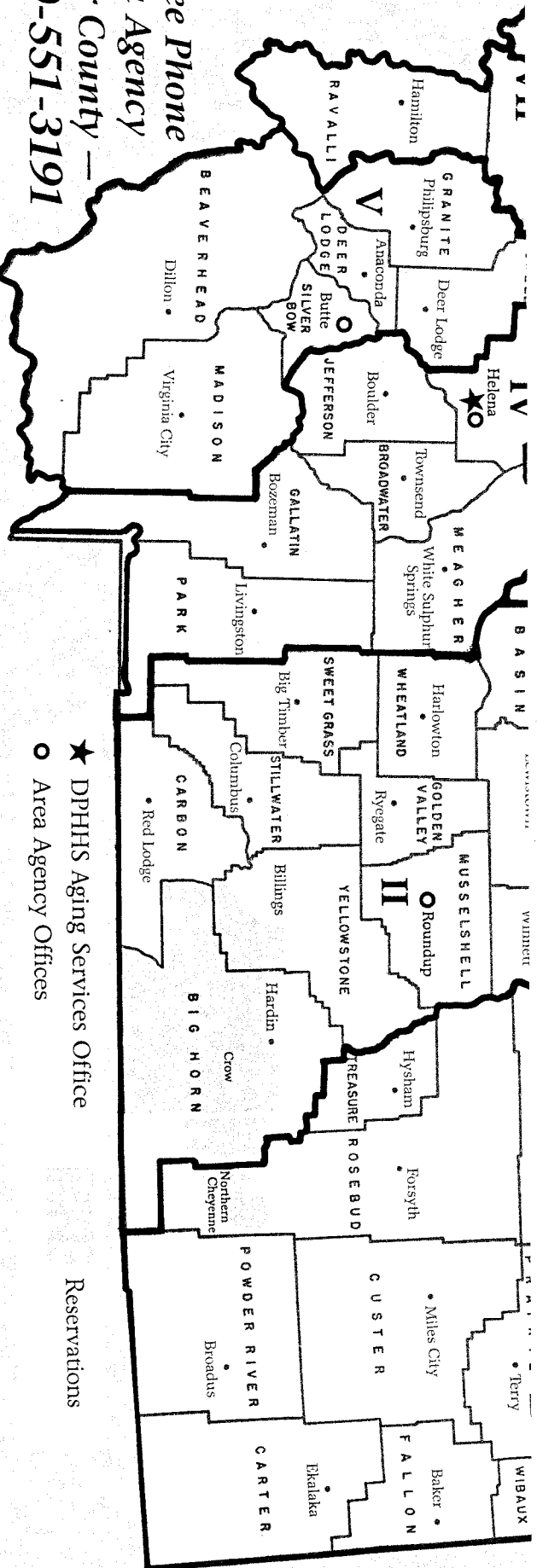
- the continuing process of planning services for older persons at the local level
- coordinating the actual delivery of needed services
- fully utilizing existing services and resources, and
- developing new or additional resources

The map shows each of the Areas and their phone numbers, and a toll-free number for direct access to both your area agency and Adult Protective Services Line. 1-800-551-3191.

Area Agencies on Aging: Direct Line/Toll-Free to Area Agencies 1-800-551-3191

Area I Agency on Aging	Counties & Reservations Served:	Area II Agency on Aging	Counties & Reservations Served:	Area III Agency on Aging	Counties & Reservations Served:	Area IV Agency on Aging	Counties & Reservations Served:	Area V Agency on Aging	Counties & Reservations Served:	Area VI Agency on Aging	Counties & Reservations Served:	Area VII Agency on Aging	Counties & Reservations Served:	Area VIII Agency on Aging	Counties & Reservations Served:	Area IX Agency on Aging	Counties & Reservations Served:	Area X Agency on Aging	Counties & Reservations Served:
Action for Eastern Montana 2030 N. Merrill Ave. PO Box 1309 Glendive MT 59330-1309 406-377-3564 FAX 406-377-3570	Carter Custer Daniels Dawson Fallon Fort Peck Garfield McCone Phillips	Powder River Prairie Richland Rosebud Sheridan Treasure Valley Wibaux	Big Horn Crow Carbon Fergus Golden Valley Judith Basin Musselshell	Northern Cheyenne Petroleum Stillwater Sweatgrass Wheatland Yellowstone	N Central Area III Agency on Aging 600 So. Main St., Ste. 4 Conrad MT 59425-2335 406-271-7553 FAX 406-271-7553	Blaine Blackfoot Chouteau Fort Belknap Glacier Liberty Pondera Teton Toole	201 South Last Chance Gulch Box 1717 Helena MT 59624-1717 406-447-1680 FAX 406-457-7365	Broadwater Catalina Jefferson Lewis & Clark Meagher Park	305 W. Mercury #212 Butte MT 59701 406-782-5555 FAX 406-782-5662	Western Montana Area Agency on Aging 110 Main Street, Ste. 5 Polson MT 59860-2127 406-883-7284 FAX 406-883-7363	Lake Lincoln Mineral Salish/Kootenai Sanders	Missoula Aging Services 337 Stephens Missoula MT 59801-4301 406-728-7682 FAX 406-728-7687	Missoula Ravalli	501 Bay Drive Great Falls, MT 59404 406-454-6990 FAX 406-454-6991	Cascade	160 Kelly Kalispell, MT 59901-5143 406-758-5730 FAX 406-758-5732	Flathead	2 West Second Street Hailey, MT 59501-3434 406-265-5464 FAX 406-265-3611	Hill Rocky Boy





Services Provided Through Area Agency Offices:

Each area agency's plan, based on the needs of those 60 and older of the area, determines the available services. The services listed are not necessarily provided in all area agencies or communities in Montana.

- Assisted Transportation
- Case Management Services
- Congregate Meal Service

- Elder Abuse Prevention
- Friendly Visiting Service
- Health Screening Service
- Home Chore Service
- Home-Delivered Meal Service
- Home Health Services
- Homemaker Service

- Information & Assistance Service
- Legal Services
- Medical Transportation
- Nutrition Education
- Ombudsman Services
- Outreach to the Community
- Outreach to Individuals

- Personal Care Service
- Respite Care
- Senior Center Service
- Shopping Assistance
- Skilled Nursing Service (In-Home)
- Telephone Reassurance
- Transportation Service

Reservations